

Office of Improvement & Integrity

Agency 95 - Activity 9510

Presented to House Finance Division III
LOB Room 210 February 14, 2017



Agenda

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- ▶ **Overview of Office of Improvement & Integrity**
- ▶ **Key Programs / Functions**
- ▶ **Caseloads**
- ▶ **Financial Recovery/Collections**
- ▶ **Financial Summary**
- ▶ **Staffing**
- ▶ **Accomplishments**
- ▶ **Key Challenges**



Overview – Office of Improvement & Integrity

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- ▶ The Office of Improvement and Integrity (OII) provides a comprehensive, integrated approach to service excellence by preventing errors and fraud in NH DHHS programs; identifying and implementing efficiencies and cost savings; and by maximizing revenue sources.
- ▶ Office of Improvement & Integrity (OII) serves the State and Federal government in ensuring fraud, waste, and abuse is monitored and controlled.
- ▶ All OII functions are directed toward strengthening quality, accountability, and public confidence in the delivery of health and human services.
- ▶ OII consists of 7 units performing audits and investigations under regulations.



Office of Improvement & Integrity Functions

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OII Areas of Oversight

Fraud, Waste, and Abuse

- Special Investigations Unit: investigates and prosecutes client fraud
- Provider Program Integrity: investigates Medicaid provider fraud, waste, and abuse
- Third Party Liability Unit: ensures Medicaid is the payer of last resort to avoid unnecessary costs to Medicaid
- Parental Reimbursements: determines the parent's ability to pay for child protection services and collects.

Financial Oversight

- Financial Compliance Unit: conducts financial reviews of Nursing Facilities, sub-recipient monitoring, and audits of Department service delivery facilities.
- Federal Audit Oversight unit: conducts financial solvency analysis of potential contracting vendors, performs federal mandated audit.

Quality Assurance

Quality Assurance Unit monitors the accuracy of Food Stamps and Medicaid eligibility determinations. States obtain Food Stamp error rates and are measured nationally for financial bonuses and/or penalties based on the error rate.



Office of Improvement & Integrity Caseloads

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Audits/Investigation Performed SFY 2016	Number of Cases
Fraud, Waste, and Abuse Investigation	1,332
Quality Case Reviews	1,714
Insurance Verifications	12,353
Audits & Financial Reviews Performed	1,738
Reimbursement Cases Reviews	1,968
Financial Transactions Processed	13,281



Office of Improvement & Integrity – Recoveries/Collections

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<i>Total Funds</i>		Actual SFY14 Final	Actual SFY15 Final	Actual SFY16 Final
Recoveries				
	Provider Program Integrity-Attorney General Cases	\$1,246,828	\$204,023	\$684,910
	Provider Program Integrity-Other Cases	\$79,088	\$97,590	\$197,094
	Third Party Liability	\$2,503,266	\$1,742,500	\$1,975,368 (1)
	Special Investigations	\$914,808	\$1,027,835	\$974,451
	Total	\$4,743,990	\$3,071,948	\$3,831,823
Collections				
	Estates & Multiple Offender Program (MOP)	\$338,615	\$202,286	\$158,233 (2)
	Parental Reimbursement	\$1,158,176	\$953,773	\$1,096,208
	Total	\$1,496,791	\$1,156,058	\$1,254,441
	Grand Total	\$6,240,781	\$4,228,007	\$5,086,264

Notes:

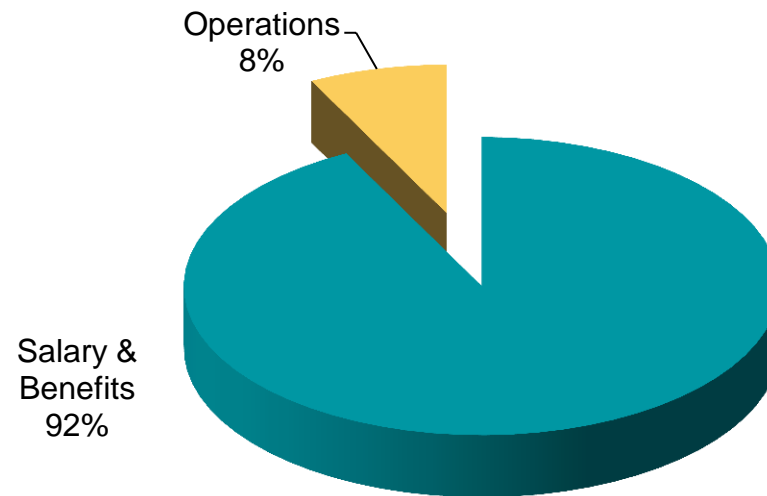
(1) MCO performs TPL recoveries for their members.

(2) MOP was eliminated in SFY 2013. The collections are from outstanding MOP debt.



Financial Summary

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Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	\$5.9 m	\$5.8 m	\$6.6 m	\$6.4 m	\$6.8 m	\$6.5 m
General Funds	\$3.2 m	\$3.0 m	\$3.6 m	\$3.4 m	\$3.6 m	\$3.5 m
Amounts in millions						



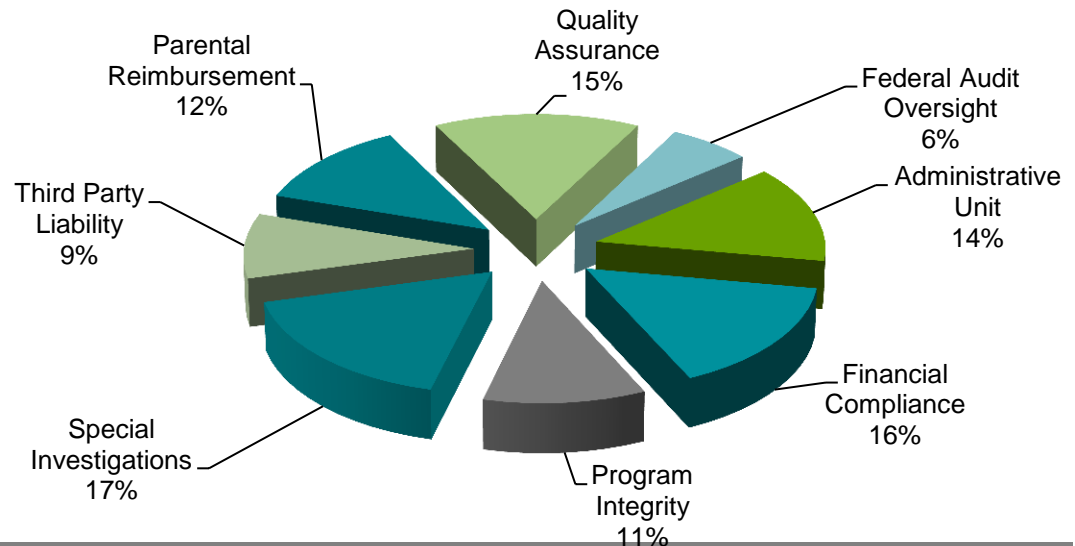
Major Accounting Units

Major Accounting Unit	SFY16 Actual	SFY 17 Adjusted Authorized	SFY18 Agency Request	SFY18 Governor's Request	SFY19 Agency Request	SFY19 Governor's Request
9510-7935 Oil	\$3.2 m	\$3.0 m	\$3.6 m	\$3.4 m	\$3.6 m	\$3.5 m
Amounts are General Funds only and in Millions						



Staffing

Governor's Recommended	Current Vacancies	Unit Name
9		Administrative Unit (includes Administrator of OII)
10	2	Financial Compliance
7	2	Program Integrity (includes Fraud, Waste & Abuse Administrator)
11		Special Investigations
6		Third Party Liability
8		Parental Reimbursement
10		Quality Assurance Federal Eligibility Review
4		Federal Audit Oversight
65	4	Totals



Key Accomplishments

Implementation of Federally Required Provider Background Checks

63 Fraud Convictions

Successfully overturned NH's first year liability status from SNAP issued in June 2015

Implemented new Ability to Pay assessment for DCYF services



Major Challenges

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Workforce at DHHS

Information Technology

Provider Revalidation

